

The seal of James City County, Virginia, is circular. It features a sailing ship on the water, with the text "James City County" around the top and "Jamestown 1607" at the bottom. The number "170" is prominently displayed in the center of the seal.

## **CUSTOMER SERVICE REPRESENTATIVE II**

**DEPARTMENT:** James City Service Authority/Utility Operations

### **NATURE OF WORK:**

Performs responsible administrative support work for the Utility Operations Division. This includes manipulation of an automated work order and reporting system, dispatching duties, operation of Supervisor Control and Data Acquisition system (SCADA), telemetry systems, and the JCSA computer network. Answers telephone, dispatches calls over the radio, monitors telemetry, support automated work order and reporting systems, and performs general clerical work in the operation of the Utility Operations office. Duties are performed under the general supervision of the Utility System Analyst.

### **ESSENTIAL FUNCTIONS OF THE JOB:**

Monitors SCADA and telemetry systems to ensure safety of crews and proper operation of the lift stations and wells. Monitors for power and pump failures, high force main, and generator failure alarms. Notifies appropriate mechanic or crew of alarms. Checks telemetry printer periodically throughout the day to ensure all facilities have been cleared. Performs weekly check on telemetry alarms. Serves as rescue and maintenance coordinator for the dispatching of crews as needed.

Assists in the management of the automated work order system. Inputs data to create and close out work orders on a daily basis. Prints monthly and quarterly reports for the various sections.

Performs technical work manipulating a multilevel mapping system both manually and with the use of computer Geographic Information Systems (GIS) technology. Uses ESRI ArcView GIS program to print maps for crews and extrapolate data for planning purposes.

Handles a variety of administrative details including radio communications, dispatch duties, customer complaints, and notification of interruptions of service which involves contact with JCSA personnel, citizens, and various County officials and representatives.

Operates radio to communicate with all crews and mechanics. Dispatches crews and mechanics for emergency calls and telemetry alarms. Logs and monitors movements of work crews in and out of confined spaces and other hazardous conditions.

Maintains current knowledge of all safety procedures, i.e., confined space lockout/tagout, excavation emergencies, etc. Serves as the point of contact for all field workers concerned with safety-related questions.

Answers telephones; greets callers and visitors. Answers questions regarding JCSA services, policies, water, or sewer problems or refers caller to the appropriate person. Handles complaints, if possible, before referring to a supervisor. Fills out work orders or dispatches a crew when necessary to resolve a complaint.

Calls in all markings to Miss Utility.

Coordinates with Customer Service Department for the initial completion of scheduled services to be installed, inspections, repairs, and replacements to the JCSA's infrastructure.

Logs in new meter installations received from the Customer Services Department; logs in scheduled services to be installed.

Schedules inspection, repairs and replacements of grinder pumps.

Performs other general clerical functions as required such as preparing correspondence, maintaining files, making copies, compiling information, etc.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and report any unsafe work condition or practice to supervisor.

### **WORK LOCATION AND EQUIPMENT OPERATED:**

Duties are performed in an office setting. Requires prolonged periods of sitting. Operates computer keyboard, telephone, and radio and telemetry.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Thorough knowledge of data entry operations including database management.

Basic knowledge of computers, plotters, other associated hardware, computerized databases, and data files.

Proficient at creating and updating Microsoft Excel worksheets; using Seagate Crystal reports to query the Hansen database and using Microsoft Access program to query and spill database.

Ability to work courteously and effectively with coworkers and the general public.

Ability to maintain both automated and manual records and to prepare reports from such records.

Ability to speak clearly and distinctively.

Ability to work independently and make decisions within the context of policies and procedures.

### **MINIMUM QUALIFICATIONS:**

High school diploma or equivalent and experience in radio dispatching, data entry operations and general clerical functions or any equivalent combination of education and experience providing the knowledge, abilities, and skills cited above.

Date: April 2002  
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# IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title Customer Service Representative II Position Number 170  
Department JCSA Division Utility Operations

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

**I. Mental Abilities:** General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- ☒ Ability to understand and follow oral instruction
- ☒ Ability to understand and follow written instruction
- ☒ Ability to guide and/or give instructions
- ☒ Ability to make decisions in accordance with established procedures and policies
- ☐ Not essential to job function

**II. Verbal Abilities:** Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

**1. Speaking/Talking:**

- ☒ Answering telephone, radio, or switchboard
- ☒ Communicating with County officials
- ☒ Communicating with general public
- ☒ Communicating with vendors
- ☒ Communicating with supervisors and/or with other employees
- ☒ Communicating with others HRSD, (Meter Readers)
- ☐ Not essential to job function

**2. Hearing/Listening:**

- ☒ For communication with County officials, public, vendors, supervisors and/or other employees
- ☐ Not essential to job function

**3. Reading:** (ability to read and understand text)

- ☒ Essential to job function
- ☐ Not essential to job function

**III. Numerical:** Ability to perform arithmetic operations quickly and accurately.

- ☒ Ability to mentally perform accurate two digit calculations
- ☒ Ability to perform accurate calculations aided  
by a calculator, adding machine or measurement device

**IV. Spatial Abilities:** Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- ☐ Essential function
- ☒ Not essential function

**V. Motor Coordination:** Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

**1. Manual Dexterity:** Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Use telephone      | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard               | <input type="checkbox"/> Use postage machine                               |
| <input checked="" type="checkbox"/> Use radio/console  | <input checked="" type="checkbox"/> Use hand tools                         |
| <input checked="" type="checkbox"/> Use a calculator   | <input type="checkbox"/> Use power tools                                   |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____                                      |
| <input checked="" type="checkbox"/> Use a fax machine  | <input type="checkbox"/> Not essential to job function                     |

**2. Finger Dexterity:** Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- ☒ Essential to job function
- ☐ Not essential to job function

Explain: Position requires repair actions on automation equipment, i.e., computer, printers, etc.

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## VI. Physical Demands:

1. **Strength**: The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (✓) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)							Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50 +	Occasionally	Frequently	Continuously
<b>Lift</b>					✓		✓		
<b>Push/Pull</b>					✓				
<b>Hold/Carry</b>					✓		✓		

Manipulation done from: ☒ ground to waist    ☒ waist level    ☒ waist to shoulder    ☐ above shoulder  
(Check all that apply)

Not essential to job function: ☐ Lift    ☐ Push/Pull    ☐ Hold/Carry    (Check all that apply)

2. **Climbing**: To move up or mount by using the hands or feet.

### Ladders

- ☐ Step stool
- ☐ 8' to 10' step ladder
- ☐ Extension ladder
- ☐ Other \_\_\_\_\_
- ☒ Not essential to job function

### Stairways

- ☐ 1 flight
- ☐ 2 flights
- ☐ 3 or more flights
- ☐ Other \_\_\_\_\_
- ☒ Not essential to job function

### Steps

- ☐ 1-2
- ☐ 2-3
- ☐ 3-4
- ☒ Other As many as 25
- ☐ Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run**:

Please check (✓) in appropriate boxes below.

Duration (hours/day)							Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9 +			
<b>Stand</b>		✓					✓		
<b>Sit</b>				✓				✓	
<b>Walk</b>	✓						✓		
<b>Run</b>									

If walking or running, over what type of terrain?    ☒ flat    ☐ rough    ☐ both

Not essential to job function:    ☐ Stand    ☐ Sit    ☐ Walk    ☒ Run    (Check all that apply)

#### 4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

##### Daily Amounts

- ☐ 0-5x      ☒ 5-20x      ☐ 20-50x      ☐ 50+x  
☐ Other \_\_\_\_\_ ☐ Not essential to job function

#### 5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

##### Daily Amounts

- ☐ 0-5x      ☒ 5-20x      ☐ 20-50x      ☐ 50+x  
☐ Other \_\_\_\_\_ ☐ Not essential to job function

#### 6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- ☐ Peripheral vision  
☐ Night vision  
☒ Focus (distinctness or clarity)  
☒ Color perception (discriminate between colors)  
☒ Depth perception (determine distance relationship between objects)

#### **VII. *Driving:*** The ability to transfer or convey in a vehicle.

<b>Transmission</b>	<b>Standard</b>	<b>Automatic</b>	<b>Multi-Gears</b>
Car	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			